SOITRON*

THREE IN ONE,
NEW MEDIREX GROUP INTRANET

COMPANY: **MEDIREX GROUP**

INDUSTRY: **Health Care**

EMPLOYEES: **1600**

① Requirements

* to modernize an outdated intranet to make it more user-friendly and allow authorized staff to publish information without a need for assistance from the IT department

* to make the document management clearer and more effective

* to improve meeting management allowing for easy searching of basic information about each meeting, but also keeping track of the agreed tasks and projects assigned to individuals or teams

* to create an effective tool to support internal communication within the company allowing MEDIREX GROUP companies to build their corporate culture and share information from their lives

② Solution

* to create a portal based on Microsoft SharePoint platform supporting enterprise communication, collaboration and document sharing

* to make use of the built-in features of SharePoint

* to develop special tools and to adapt the system to meet customer's specific requirements

The intranet portal put documents in order, simplified and clarified the exchange of information, made the project management easier and supported the development of internal communication.

③ Result

* a vibrant portal kept up-to-date with the latest corporate news, event calendar and media monitoring

* streamlined and targeted (to individual divisions or departments) content publishing allowing searching for information and people, for instance based on their first name, last name, email address or extension number

* improved meeting planning and creation of a tool allowing managers to see who is working on what task or project and what is their planned completion date

* clearer document management - it is always clear whether or not the document is valid, who and when modified it, who approved it, or what previous versions looked like

* an electronic invoice circulation and approval system

* an effective reporting system with a reach to the lower management levels

In smaller companies, where the majority of employees work in one large open space or on a single floor, mutual collaboration and communication of staff is usually not a major problem.

It is more complicated in companies such as **MEDIREX** GROUP providing comprehensive laboratory diagnostics for healthcare facilities across Slovakia. Medirex provides services to hundreds of clinics, hospitals and general and specialized outpatient departments. It operates the technologically most advanced and largest central laboratory in Slovakia and in Central Europe. Daily it tests samples from 7-10 thousand

patients. It provides healthcare services through Malacky Hospital and SENIOR Geriatric Centre. **MEDIREX** GROUP ACADEMY is involved in health care science and research and education support.

The company of this size, having such a great responsibility towards patients, needs a powerful tool for internal communication and the management of documents, meetings as well as tasks and projects of individual employees or departments.

Their legacy corporate portal

In the past **MEDIREX** GROUP had no such tools. Their corporate intranet was outdated, built on the HTML platform. Publishing was reserved exclusively to the IT department, which was time consuming and inefficient. There was no track record of what happened in the intranet, so it was difficult to hold anybody accountable if some important message was not published in the intranet in due time. In addition, it was not possible to target information specifically to individual divisions or to search, which made the corporate portal not much user-friendly and easy to read.

The situation was similar with document management. Various documents, such as guidelines, instructions or manuals were saved by employees to the central repository in different versions, with made it difficult to see which version is valid, who last revised a document and who, if anybody at all, approved the revision.

In addition to having their intranet and document management improved, managers at MEDIREX also needed a tool that would enable them to better manage their meetings – not just planning, but also to keep track of what was discussed at each meeting and what were the agreed conclusions and tasks.

With respect to internal communication, their legacy intranet offered only photo galleries to store pictures from their company events. Publishing of important information, news and reports for various levels of management was not available. Another issue on the table was a wish to communicate informal company related information to all employees, regardless of the region of Slovakia.

SharePoint as a centre point

To respond to the concerns and requirements stated by MEDIREX GROUP, Soitron designed a solution based on Microsoft SharePoint platform supporting enterprise

communication, collaboration and document sharing.

"In the tender process, we were able to show to **MEDIREX** GROUP managers functional demonstrations of solutions for corporate communication and document management, and also a concept of meeting management application we were working on" recalls the tender Pavol Pleva, Applications Business Unit Manager at Soitron. "We've demonstrated that not only we were able to fully utilize the built-in features of SharePoint, but also customize and fine-tune the system to meet customer's specific requirements," he adds.

Today, unlike in the past, Medirex's intranet is a "live" and up-to-date portal where employees always find the latest corporate news, calendar events and media monitoring. Information can now be published by anybody without any assistance from the IT staff and the editorial board, with representatives of various departments (marketing, IT, HR, documentation, project management, ...), only approves these contributions to make them published. Most of the updates are now done by the marketing department responsible for internal communication. Not only is the content publishing more effective, it can also be targeted, i.e. the content can in fact be customized for

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> Applications Business Unit Manager at Soitron

individual divisions or departments. Furthermore, the portal allows you to easily search for published articles, documents or persons, including based on their email address or extension number.

Beyond communication

However, the new intranet extends well beyond the boundaries of a standard simple communication portal - it has also become a useful management and planning tool. The meeting and task management application keeps track records of all meetings, including resulting tasks assigned to individuals and teams.

A manager can simply select a department or a specific person and immediately see who is working on what task or project and when it's planned to be completed. The system can also send out various notifications, such as an upcoming project start, a task completion, etc.

At any point of time the management has an overview of the status of and progress made in each project, without unnecessary red tape and collection of reports from various departments, which used to be done by administration staff prior every meeting. "We have our own application managing all the notifications, including those that have some time inter-dependencies. So, for instance, the system can send out a notification one week in advance that some activity has not yet been started. This reduces the risk of a task not being completed," explains Pavol Pleva from Soitron.

System, order, overview

Another benefit of the new SharePoint based intranet portal of **MEDIREX** GROUP is a more orderly document management. Today, users can find all of the guidelines, instructions, manuals, certificates and other documents in a single place.

They can easily search in the documents and it's always clear if a document is valid, who and when modified it, who approved it, or what previous versions looked like.

The intranet is also used for circulation of invoices which, once scanned, undergo a process of electronic approval by authorized personnel at individual cost centres and then they are sent to the Finance Department, where accountants enters them into the books.

The intranet portal of Medirex has introduced a system, order, transparency and efficiency to corporate communication, document management, task and project management and many corporate processes. A testimony to the success and usefulness of the solution are also the statistics, according to which hundreds out of 1,600 employees who have access to the new intranet use it on daily basis.

Facts

50

up to 50 invoices processed a day

900

managed documents include more than 900 documents

700

700 photos in the main gallery

200

up to 200 books for borrowing using the application

.:: MEDIREX GROUP
všetko pre vaše zdravie

MEDIREX GROUP

Medirex, a.s. is part of **MEDIREX** GROUP consisting of 7 companies providing high-quality health care services from prevention, to diagnostics, to treatment of diseases. Members of the **MEDIREX** GROUP are Medicyt, s.r.o. – cytology laboratories, Medirex, a.s. –laboratories providing comprehensive laboratory diagnostics in Eastern Slovakia, Nemocničná a.s. – operating a hospital in Malacky; Senior - geriatrické centrum, n.o. – providing 24-hour medical care to chronically ill, Medirex Servis, s.r.o. – providing comprehensive operational and logistics services to other companies, and **MEDIREX** GROUP ACADEMY n.o. – supporting science and research, undergraduate and postgraduate education in health care. The companies also include nationwide HPL microbiological laboratories. The core mission of companies grouped in **MEDIREX** GROUP is to provide a first-class medical care to every patient. Presently the group has more than 1,600 registered employees.

www.medirexgroup.sk

SOITRON*

SOITRON, a member of SOITRON Group SE

Our company has long been active in the European market as a system integrator in IT Infrastructure, Unified Communications, Customer Interaction, Content Management, Security, IT services and Outsourcing. Since 1991 we have been helping companies such as Tatra Banka, Slovenská Sporiteľňa, Orange, E-On, J&T, Hewlett Packard and many others to grow their business. Our philosophy is to constantly move forward and that is why we are the leader in implementing unique technologies and innovative solutions. A testimony to that is our success in 2014 when the company recorded the annual turnover of more than EUR 107 million.

Soitron Group employs 650 international experts, including professional teams in Slovakia, the Czech Republic, Romania, Turkey, Bulgaria and the UK.

www.soitron.sk